



PACNORWEST EOA Best Practices

COMNAVREG NW



Overview

- ▼ EOA Dynamics
- ▼ Billets & Location
- ▼ Area of Responsibility
- ▼ Bases
- ▼ Challenges



PACNORWEST EOA Dynamics

- ▼ Seamless teamwork with Region, CNET, & base EOAs
- ▼ No boundaries - All handle cases
 - » EOA receive & process complaint
 - » Keep primary EOA in claimancy informed
- ▼ Open dialogue
 - » CNET EOAs inform Regional EOA on overall climate and perceptions after area visit
 - » CMEO Managers have a “safe zone”



PACNORWEST EOA Dynamics

- ▼ Visible EOA team
- ▼ Proactive training schedule
- ▼ Quarterly training at each base



PACNORWEST EOA Dynamics

- ▼ Quarterly messages
- ▼ Well organized cultural observance committees
 - » USN, DoD employees
 - » Civilian community (non-DoD representation)
 - Municipal/city council
 - Reps from schools, colleges



Billets & Location

- ▼ 1 - Navy Region/COMNAVSURFGRU
- ▼ 3 - Trident Training Facility Mobile Training Team
- ▼ 1 - NAS Whidbey Island



Area of Responsibility

- ▼ 4 states - WA, OR, ID & AK
- ▼ Puget Sound
 - » 3rd largest fleet concentrated area
 - » 26,000 Active Duty Navy
 - » 16,000 Civilian employees
 - » 6,000 Drilling Reservists
 - » 80,000 Family Members
 - » 45,000 USN Retired



Navy Bases

- ▼ Naval Stations - 13 Ships
 - » Everett
 - » Bremerton
- ▼ Submarine Base Bangor - 9 Submarines
- ▼ NAS Whidbey Island - 19 Squadrons
- ▼ Naval Magazine Indian Island





Challenges

- ▼ Gapped or non-existent billets
- ▼ Commuting time to each base
 - » 7-10 mile commute between Everett and Smokey Point
 - » 40-45 mile commute 1 way via ferry to Bangor/Bremerton area (2 + hrs)
 - » 1-2 hrs to Whidbey Island depending on starting point and ferry schedule



Challenges

- ▼ Efficient coordination
 - » Staff and cultural committee meetings
 - » Unit assist visits
 - » Scheduling quarterly training
 - » Travel to remote installations
- ▼ Funding
 - » Travel
 - » Cultural events